ROSMAR EISDELL A. ANGELES

Operations Supervisor

Work Experience

Operations Supervisor | TelePhilippines, Inc. (2022 - Present)

- Accountable for delivering results on essential KPI's, productivity, quality, and as well as financial objectives.
- Establish operational objectives, work plans, and hold regular meetings to boost productivity, product knowledge, and customer happiness.
- Provide feedback and analysis to clients and leaders to help identify and resolve issues and assist with resource management.
- Effectively guide and direct subordinates on a regular basis to ensure that performance metrics are reached.
- Collaborate with several support groups to improve agent profiles and performance.

Restaurant Manager | Shakey's Pizza Asia Ventures (2014-2021)
Assistant Restaurant Manager | Jollibee Foods Corporation (2009-2013)

• Responsible in developing effective concepts, ideas, plans, and strategies for area sales, marketing, promotions, and special events; Analyzing data to determine which marketing strategies are most effective for increasing sales and/or customer satisfaction.
• Creation of yearly and monthly operations budget, general profitability, profit or loss, and sales achievement analyses. Identify opportunities for improvement, and useful solutions based on knowledge and experience.
• Assure customer experience will be served by providing fast response and resolution to escalated concerns.
• Manpower management entails sourcing, recruitment, work allocation, and training. Motivates employees thru people development to achieve peak productivity and service performance by evaluating, recognizing, and rewarding top performers.
• Communicating with supervisors on a weekly/monthly basis to provide feedback about sales performance versus target and do constant mentoring as needed.
• Assist in recovering irate customers, or handling issues that cannot be handled by supervisors.
• Assure proper scheduling of manpower based on daily operational requirements and sales demand. Contribute and help in every operational area or activity, as long as all deliverables to the targeted outcome.
• Thru professional interaction all compliance requirements are constantly followed by everyone.
• Proactively identify parts of the facilities that require maintenance and repair that may affect business challenges.
• Creating and maintaining a culture of excellence by engaging regularly that inspires employees to do their best performance at work.

"Be a part of competitive business, providing beyond expected results"

Phone

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Email

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Address

Imus city, Cavite

Education

Bachelor of Science in Hotel and Restaurant Management

Career Objective

Handling people and operations management for more than 15years years. Seeking to continue my proven record and at the same time fulfill my role as a good husband and providing father.

Work related skills

Finance management
People management
Stocks and inventory management

First aid officer (Certified by Red Cross)

Basic occupational safety and health standards officer (Certified by OSHS)

Pollution control officer (Certified by DENR)